

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of:	)	
Kevin N. Quiring	)	Group Art Unit: 3624
Application No.: 10/811,439	)	Examiner: Brandi P. Parker
Filed: March 26, 2004	)	
For:: ENHANCING INSIGHT-DRIVEN CUSTOMER INTERACTIONS	)	Confirmation No.: 1477

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

**EXTENSION OF TIME**

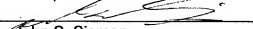
Applicant petitions for a one month extension of time to file a reply to the  
Office Action of January 8, 2009. A fee of \$130.00 is enclosed.

Please grant any additional extensions of time required to enter the  
attached reply and charge any additional required fees to Deposit Account 06-0916.

Respectfully submitted,

FINNEGAN, HENDERSON, FARABOW,  
GARRETT & DUNNER, L.L.P.

Dated: April 30, 2009

By:   
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